

## **HUMAN RESOURCES BENEFITS COORDINATOR**

**Department:** Human Resources

**Division:** NA

**Appointing Authority:** Director

**Grade:** NR2

**Creation Date:** 6/21

**Bargaining Unit:** NA

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### **Definition:**

Skilled professional performing routine and general, but highly responsible clerical and administrative support functions including administration of all benefits for active and retired employees and other activities of a complex and confidential nature. Assists the Director and Generalist discharge the duties of the office in the operation of a Human Resources department. Must be a self starter and possess initiative to plan and work independently, and work under constant time constraints with attention to detail to meet deadlines.

### **Supervision:**

Works under the direction of the Director of Human Resources and the Human Resource Generalist.

No supervisory functions, works collaboratively with other personnel.

### **Environment:**

Duties are performed under fast paced, high pressure municipal personnel department within a collective bargaining environment. Minimal physical effort required. Operates standard office machines such as computer, calculator, telephone, printer and similar type equipment. Frequent interruptions disrupt workflow such as assisting with phone calls, walk-in citizens, employees, retirees, department heads and representatives of other government and municipal agencies and consultants.

Errors in judgment or administration decisions may adversely impact operations, result in serious, significant legal or financial repercussions, poor public relations for the city, cause confusion and delay, and significant loss of employee trust and confidence in departmental operations.

**Essential Functions:** *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Under general supervision of the HR Generalist, performs broad benefit administration, and varied administrative tasks and functions for the department requiring thorough knowledge and understanding of benefits and department operations.



Requires considerable initiative and independent judgment. Interprets and applies City policies, union contracts, insurance policies, and State and Federal laws and regulations related to employee benefits in determining and implementing an appropriate course of action. Reviews legislation and other developments pertaining to assigned program areas. Monitors program activities for compliance with Federal and/or state laws (i.e. M.G.L. Ch. 32B and section 125 cafeteria plan), policies and procedures and methods to ensure compliance in carrying out assignments over specified, standardized activity areas.

Has regular access to or control of high level city-wide and departmental confidential information such as employee medical records, collective bargaining information such as negotiating positions, pending lawsuits and investigations, inter-departmental plans and programs; employee disciplinary and personnel records, and other records subject to non-disclosure or limited disclosure pursuant to statutory prescript all of which require the application of appropriate judgment, discretion and professional protocols.

Responsible for personnel administration including: First point of contact requiring prompt response to incoming calls, emails and visitors. Field/triage as appropriate, providing assistance before referring to the Director or Generalist. Assist current or prospective employees from city and school departments, department heads, other municipalities, insurance providers, vendors, general public, officials, State and Federal agencies and other outside organizations both public and private, which requires courtesy, patience, and the ability to represent and communicate the City's needs, opinions, policies/procedures in a professional manner.

Provides a variety of human resources information and assistance to employees and general public; resolves procedural/program problems and complaints; must have the ability to use considerable discretion, be persuasive and resourceful in bringing about an understanding to achieve desired results. Coordinates meetings and appointments; seat interview applicants; conduct telephone reference checks.

Must be able to communicate effectively with all levels of staff, new hires, employees of the school, GCET, FHETC, city retirees, those leaving employment with benefit selection, changes or ending benefits and paperwork completion such as health and dental insurance, life insurance, vision insurance, retirement, flexible spending accounts, deferred compensation, COBRA, Medicare and any other paperwork as appropriate or answering benefit questions, plan provisions and other general inquiries.

Ensures the accuracy of all benefit enrollments, status changes, terminations and insurance processes for applicable active and retired employees; coordinate with the Retirement Administrator on retiree effective dates; notify payroll of effective dates that benefits begin or end; process COBRA and notify Collector/Treasurer of any COBRA elections by employee or their dependent. Update benefits exit letter for terms and retirees when revisions occur, send exit list to department head and track return of list and items. Provide retirement administrator monthly with list of city retiree changes and MTRS changes online to MTRS.



Use a variety of computerized systems to maintain program data, extract reports and manipulate data queries and spreadsheets. Responsible for census and data tracking programs for benefits; Updating of MUNIS, MS Access, MS Excel and online websites; ensure new enrollments are moved to proper insurance divisions/plans and retirees are moved to proper insurance plans post retirement; Performs quality checks of benefits-related data.

Responsible for making sure all invoices are correct and up to date through conducting monthly reconciliation of all benefits and insurance invoices against actual changes made. Reconcile all insurance changes with MUNIS; run school termination report monthly to verify all termed benefit eligible employees insurances were ended;

Responsible for administering employee and retiree benefits, any programs and initiative to promote awareness regarding their health, wellness and cost savings. Develops communication strategies and promotional or educational outreach activities related to employee benefits, including articles, fact sheets, and newsletters requiring research through a variety of resources. Communicates with insurance representatives and third-party administrators to assist with resolution of questions, complaints, compliance, etc. as needed; resolves insurance issues.

Responsible for distribution of compliance form deadlines related to benefits; maintaining benefits packet, updating benefits packet, electronic folders, city website and packets with any form revisions; Revise all check lists as needed that apply to your tasks; Keep procedure book current and updated on the duties and processes of your position; research questions through the procedure book, section 125, M.G.L. 32B etc. to confirm answer.

Organize and conduct annual open enrollments for active benefit eligible employees; notify city, school, GCET and FHETC of open enrollments. Process all changes received through open enrollment.

Research, develop and coordinate annual presentation/seminar for up and coming retirees. Create annual retiree packet; maintain and verify Medicare reimbursements and provide this list annually by December 1<sup>st</sup> of each year to Accounting; responsible for annual reporting to Centers for Medicare & Medicaid Services (CMS).

Notify Treasurer/Collector of accuracy on check copies received from them for OTC payments and insurance payments from employees, retirees, FHETC and MTRS so they can process turnovers.

Provide census reports for insurance carriers and responds to surveys. Provides research, reports, cost estimates, and summary documents to committees and bargaining teams. Develops and performs audits related to employee benefits (i.e. Accrue, census, insurances for active, termed and retired employees); audit and archiving for prescribed file retention period.

Provide assistance to the Director and the Generalist including correspondence, special reports and forms, data bases, establish and maintain departmental electronic and manual office systems, general filing, photocopying or other HR administrative or clerical duties. Must be able to



handle sensitive information while maintaining a high level of confidentiality. Responds to or draft responses to general departmental contacts by mail, email or telephone.

Provide research or investigative assistance when assigned to work on special projects. Assists in compiling statistical data and preparing various charts, graphs, and written summaries. Establish, develop and maintain MS Access databases and MS Excel spreadsheets as needed for reporting, analysis or statistical purposes. Responsible for updating HR web page on city web site of insurance/benefit related information.

Maintains vendor contracts, benefit records, records of insurance coverage, including data entry, filing, reporting and ensures proper handling and storage of all employee health records.

Develops, establishes, maintains and updates central filing systems for the Department; ensures confidentiality of information, departmental plans, personnel files, or other restricted access information within the guidelines of public disclosure law and retention periods. Retrieve information from files when needed.

Opens and processes office mail as appropriate; responsible for outgoing mail including operation of postage machine, monitors office supplies and maintains an office supply purchase need list. Maintains office machines, including computers, printers, fax; if necessary calls for repair services; acts as liaison to I.T. triage problem center.

Assists in collecting, compiling, and analyzing compensation and employment data from a variety of sources; completes salary and position surveys.

Train and provide backup coverage for the HR assistant and HR Generalist as needed; may rotate job duties to stay current with each positions process. Assist each other when someone is behind on a priority item if time allows.

Performs similar or related work and all special projects as required, directed or as a situation dictates.

**Minimum Qualifications:** *(Any combination of education and experience that would have provided the required knowledge and skills that enables performance of all aspects of the position is qualifying.)*

**Education and Experience:** High School diploma or G.E.D. required. Associates degree in public, business administration, Human Resources or related field preferred; other training/certification may be substituted for the education; PHR certification highly desirable; or two years experience in Human Resources or previous experience as an insurance/benefits coordinator and administrative assistant strongly preferred; or any equivalent combination of education and experience that enables performance of all aspects of the position.



**Knowledge, Ability and Skill:**

Knowledge of health, life, dental insurance plans and programs; working knowledge of Chapter 32B of the Massachusetts General Laws; knowledge of application of the State Public Records Law, HIPPA, COBRA, Medicare, and MA health insurance laws and regulations; working knowledge of the benefit provisions of City Collective Bargaining agreements and state or federal regulations that pertain to the provision of municipal employee benefits; considerable knowledge of policies and practices of public personnel administration.

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office required; familiarity with MUNIS, database programs and computer hardware and software systems.

Ability to work quickly with a high degree of accuracy and close attention to detail; work under time constraints and meet deadlines.

Ability to handle inquiries and/or complaints tactfully and effectively and appropriately manage confidential information on a daily basis; carry out assigned projects to their completion; communicate effectively verbally and in writing; interpret and apply policies, procedures and practices, personnel transactions and database administration; working knowledge of records management, advanced knowledge of offices practices and personnel related policies and procedures; of municipal operations in a unionized environment as well as benefits administration; analyze and follow departmental procedures and guidelines.

Ability to provide administrative support to the HR Director and Generalist and still complete independent tasks; maintain clerical & statistical records, and to prepare reports for the same; interact in a positive and effective manner and work collaboratively with supervisors, coworkers, other city departments, school personnel, boards and commissions, the general public and personnel at all levels of authority.

Strong organizational and time management skills in an environment with multiple concurrent projects or tasks required. Ability to prioritize, plan and perform detailed work effectively under time constraints and meet deadlines despite frequent interruptions; ability to prepare routine correspondence, charts, graphs and reports utilizing computer office applications.

Ability to work under general or minimal directions within specific, set parameters and to recognize those instances of when to seek supervisory assistance to comprehend the full scope of departmental activities and policies; work independently and take initiative to research for information needed; perform all aspects of job responsibilities with honesty and integrity.

Skills in writing and communicating in a clear, concise, and well composed manner; ability to follow up regularly with HR staff on status or resolution; keep accurate and detailed records; independently initiate actions in support of city policies; consistently document conversations,

issues and print emails as backup for records; ability to think logically in order to be flexible and to work under guidelines or circumstances that may be fluid or changing from time to time.

Must have high level of interpersonal skills to handle sensitive and confidential situations; position continually requires ability to deal tactfully, calmly and appropriately with the general public, employees, customers, applicants, other government agencies and officials and city departments in an effective manner while maintaining the necessary confidentiality of information.

**Physical Requirements:**

Frequent sitting, talking, hearing, speaking and mental concentration necessary; use of hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms; specific vision requirements include close vision, color vision and the ability to adjust focus. Must be able to communicate and be understood clearly. May be required to lift or move files, books or supplies of up to 25 pounds.

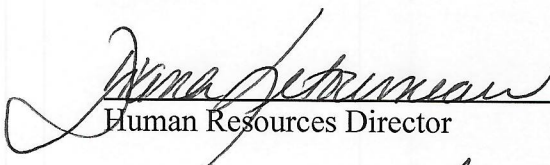
**Special Requirements:** May be necessary to attend evening meetings on occasion. Must successfully pass reference checks, CORI and SORI.

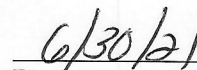
*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

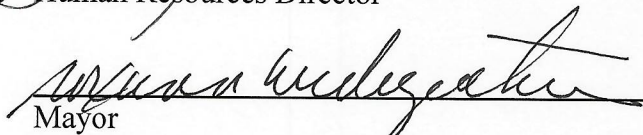
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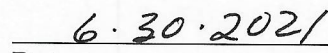
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**Approved:**

  
Human Resources Director

  
Date

  
Mayor

  
Date

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